



INTERNATIONAL  
ACADEMY for  
QUALITY

# Executive responsibility according to ISO 9001:2015

**Budapest Hungary**

**“Quality for Future of the World”**

**October 26th 2015**

*Paul Harding MD  
South African Quality Institute*

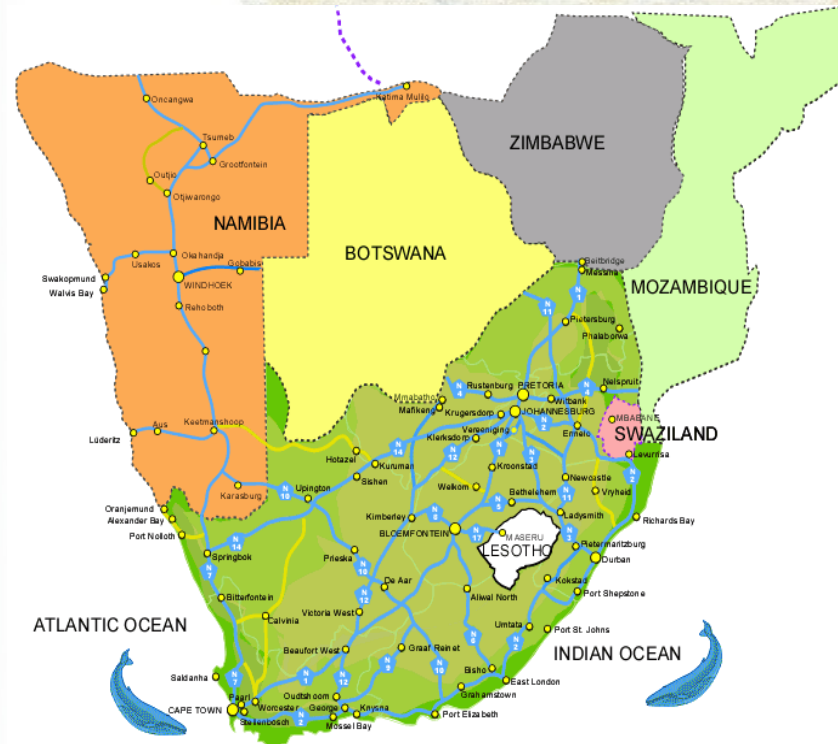
[www.saqi.co.za](http://www.saqi.co.za)  
*exec@saqi.co.za*



# Regional Quality development

## A Southern African perspective

SAQI engages with Southern African countries







# **SAQI's Mission: a leadership role**

- **Play a leading role in establishing and sustaining a national quality infrastructure**
- **Create a national awareness of quality**
- **Unify the quality profession into a body of knowledge**
- **Represent the South African quality initiative abroad and help with the improvement of Africa's quality infrastructure**





# The role of leadership

You need to set the right course and speed to reach your Quality objectives X





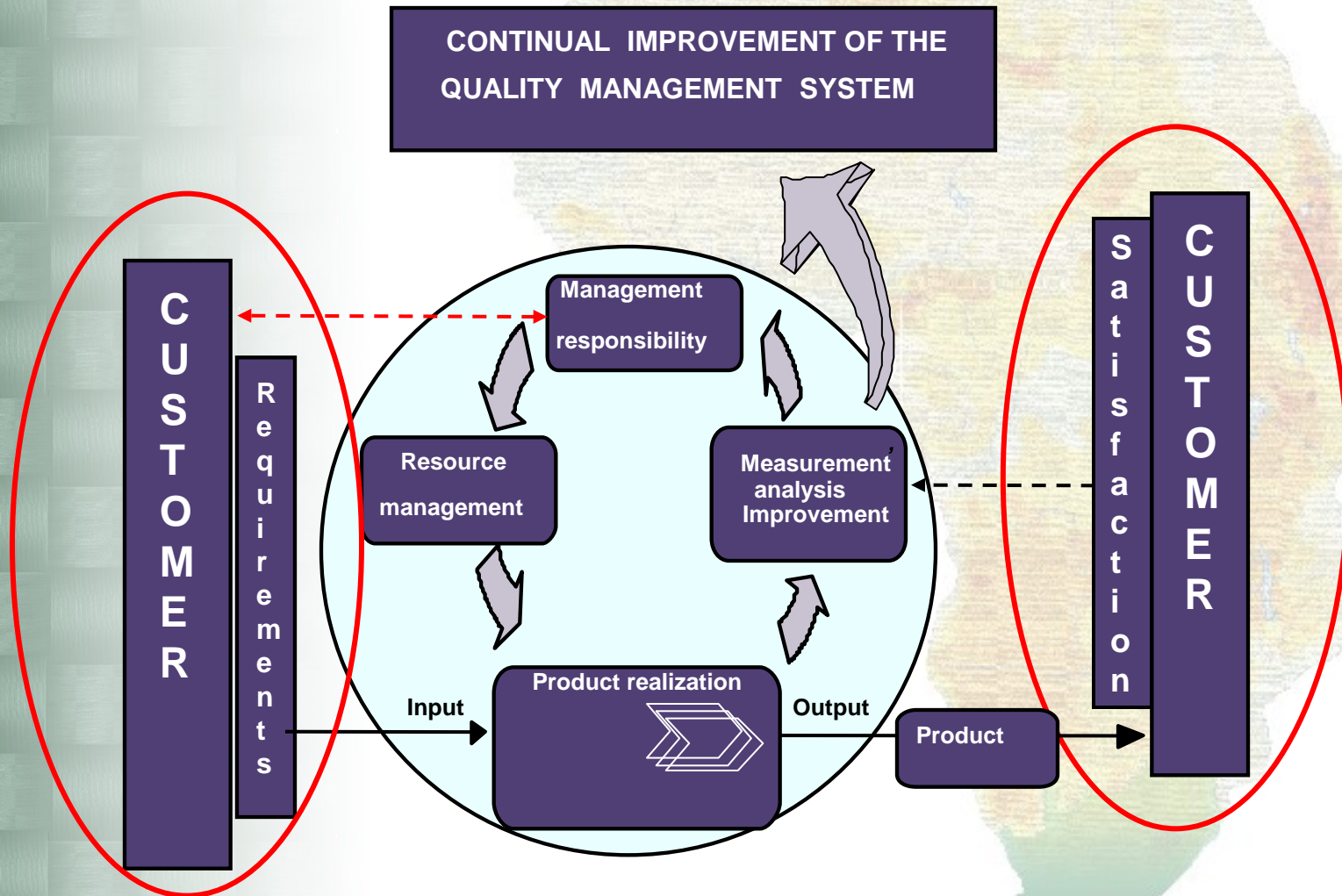


# What did ISO 9001:2008 ask of us?

- Establish customer requirements
- Allocate management responsibility
- Provide sufficient resources
- Establish suitable processes for product
- Listen to your customers
- Measure, analyze and improve
- Continually improve based on customer feedback



# ISO 9001:2008 PDCA Model







# The main player in ISO 9001:2008

## The appointment of a Management representative

It was the responsibility of Top management to appoint a member of **the organization's** management who, irrespective of other responsibilities, must have responsibility and authority for all aspects of the QMS



Champion



or Scribe?



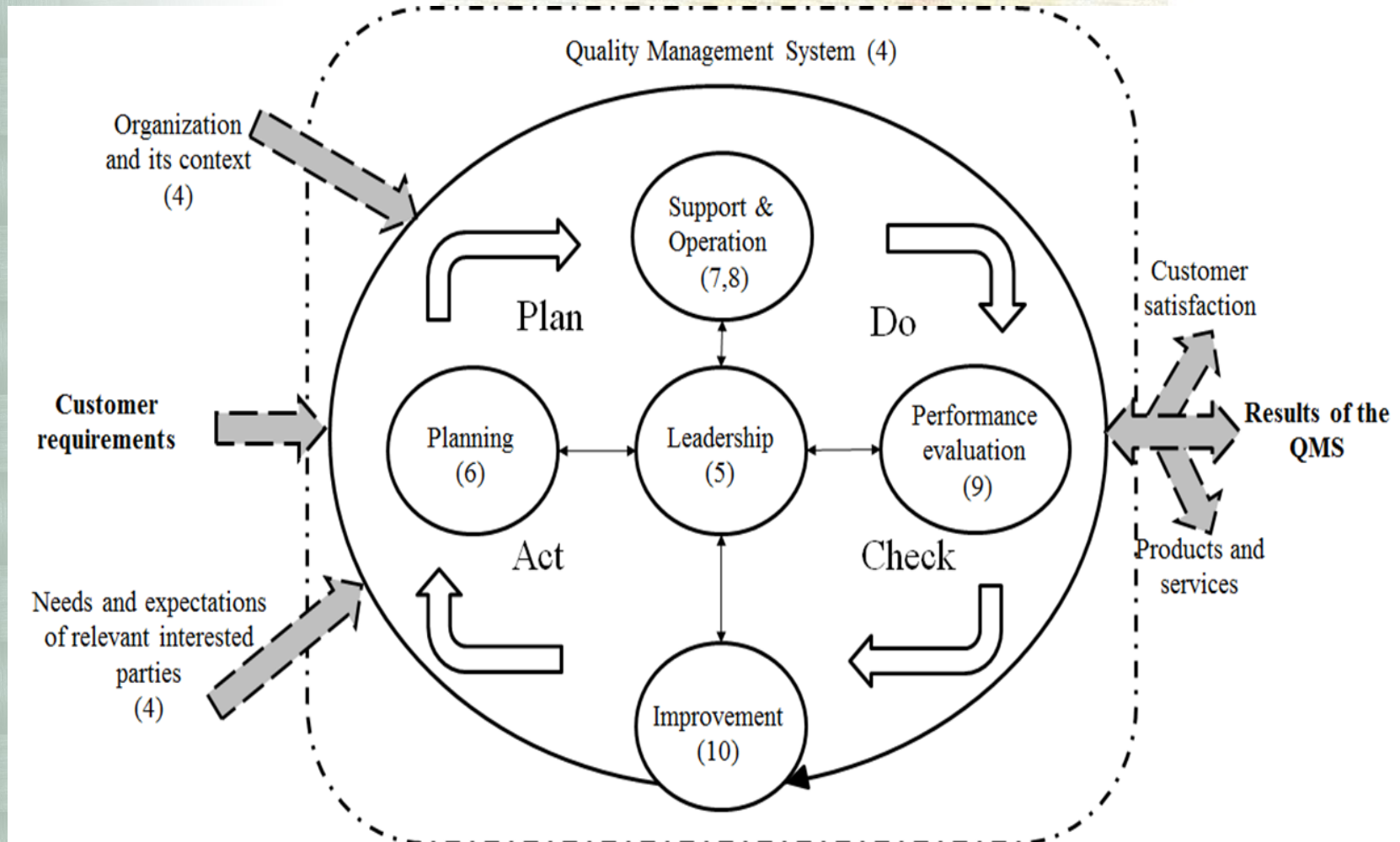
# What does ISO 9001:2015 ask of leaders?

- Establish customer requirements
- Understand the needs and expectations of interested parties
- Understand the organization and its context
- Plan for success
- Give support to operations
- Evaluate performance
- Listen to your customers and results of the QMS?
- Improve
- Demonstrate leadership





# ISO 9001:2015 PDCA Model





# What must leaders now do?

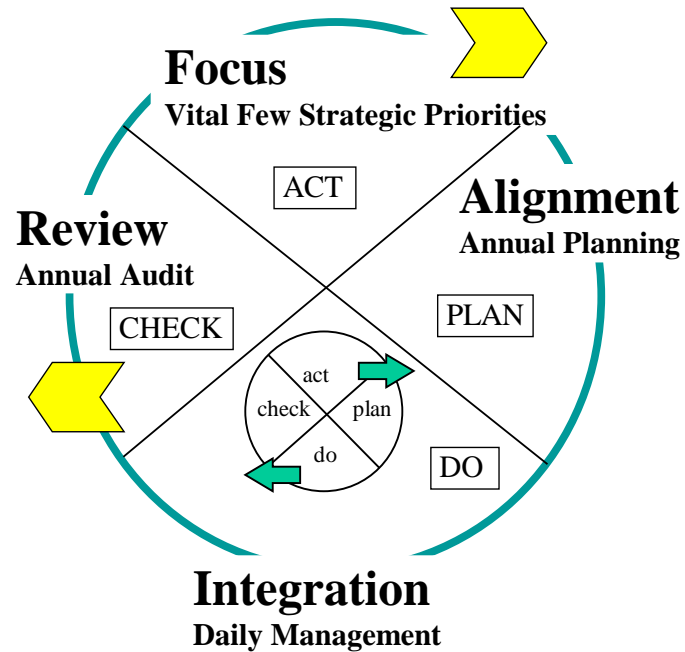
- Take **accountability** for effectiveness of the QMS
- Establish quality policy and objectives in line with **strategy**
- Integrate the QMS requirements into **business processes**
- Promote the process approach and **risk based thinking**
- Ensure resources are available
- Communicate the importance of the QMS
- Ensure the QMS **achieves** its intended results
- Engage, direct and support staff for an effective QMS
- Promote improvement
- Support other management roles to **demonstrate leadership**



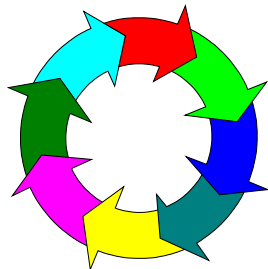


# Hoshin Kanri & The FAIR model

## Strategic Management As An Annual Process



No conflict of interests





# A different approach

A model for deployment review and improvement based on Hoshin Kanri

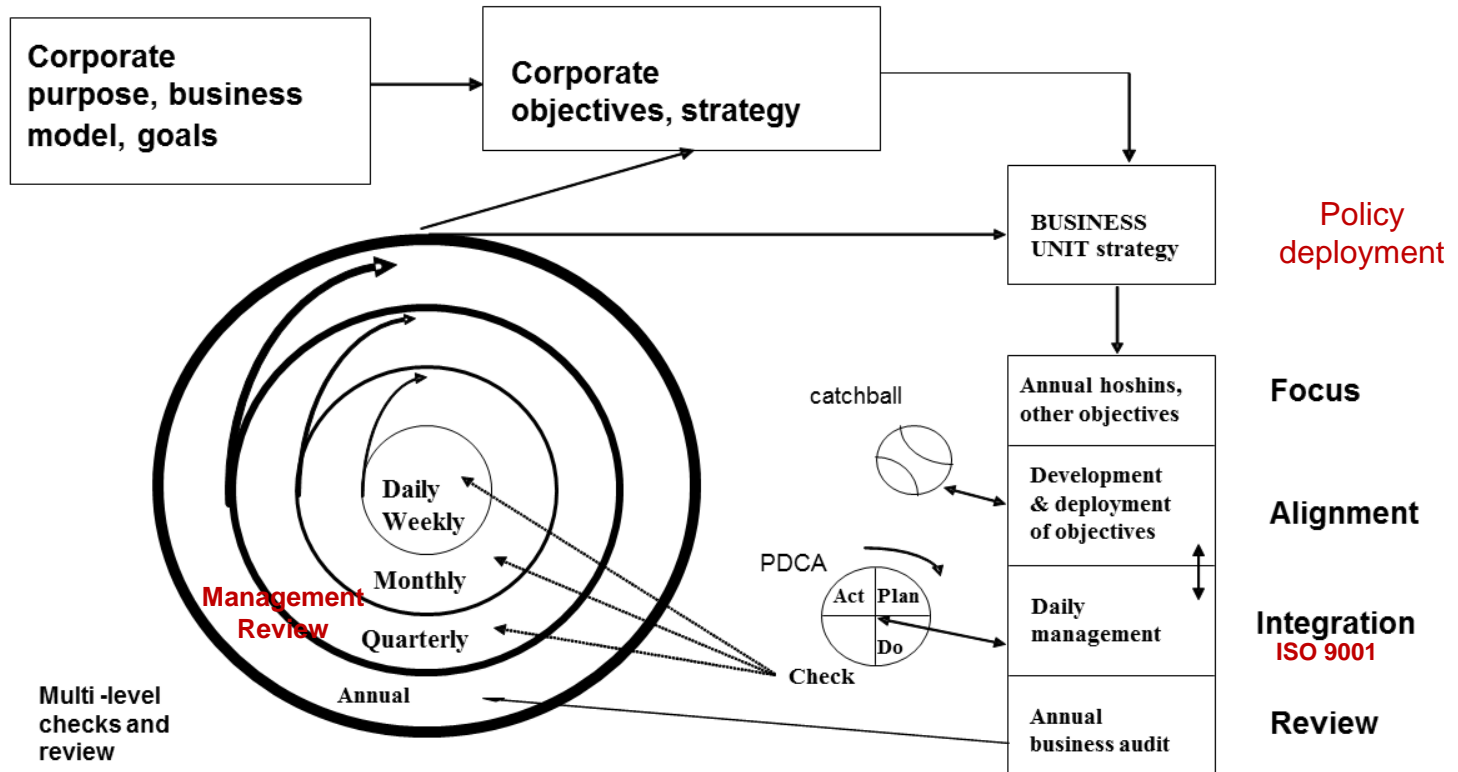






# Strategy and policy deployment

## Context of the organization





# Interpreting the ISO 9001 standard to suit your environment

ISO 9001 requirements were deliberately written to be **flexible** to suit all organizations big or small whether production or service or a combination of both. It doesn't say **“how”** just **“what”**!







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# Thank you